

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Cultural-Based Access Navigation and Peer/Family Support (CBANS) Services	Provider:	Centro La Familia Advocacy Services (CLFAS)
Program Description:	The program is designed to provide culturally sensitive and linguistically appropriate mental health education, referrals, and early intervention treatment services utilizing individual/group peer support, community awareness, and education through culturally sensitive discussion and activities.	MHP Work Plan:	3-Culturally and community defined practices Choose an item. Choose an item.
Age Group Served 1:	ALL AGES	Dates Of Operation:	October 11, 2011- present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2017 - June 30, 2018
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$115,921	Program Actual Amount:	\$86,744.69
Number of Unique Clients Served During Time Period:	1,322 (Clients 102, Outreach 776, Educational Trainings 364, Support group 80)		
Number of Services Rendered During Time Period:	1,322		
Actual Cost Per Client:	\$65.62		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2016 – June 30, 2021	For Other:	Prevention and Early Intervention (PEI)
		Renewal Date:	July 1, 2021

Level of Care Information Age 18 & Over: Choose an item.

Level of Care Information Age 0- 17: Choose an item.

The Level of Case information above does not apply to this contracted program.

TARGET POPULATION INFORMATION:

Target Population: Low income Hispanic/ Latino families and immigrants residing in urban and rural areas of Fresno County.

CORE CONCEPTS:

- **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Community collaboration

Cultural Competency

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Access to underserved communities

Integrated service experience

Please describe how the selected concept (s) embedded :

Community collaboration: CLFA coordinates community activities and collaborates with key stakeholders to work together to accomplish a shared vision. CLFA routinely provides presentations to organizations to provide information on services to help build a two-way communication loop to meet client needs.

In addition, in each community served, CLFA collaborates with organizations to provide group locations and/or to host educational trainings. For example, CLFA partnered with Fresno Housing Authority to host support groups in Fresno, Firebaugh and Orange Cove. CLFA also met with Fresno County schools and the Migrant Parent Programs in Fresno, Firebaugh, Laton and Reedley to promote services and conduct presentations. CLFA continues such activities on a monthly basis.

Culture Competency: CLFA advocates are bilingual (Spanish/English/Hmong) and bi-cultural with a background similar to our clients; “we are whom we serve” is the operating motto. Many staff members are first-generation Americans connected to their immigrant roots, community and cultural traditions, allowing for connectedness

and the ability to provide a more sensitive, efficient and effective service.

CLFA utilizes the Promotora (Cultural brokers) model, an evidence based approach targeting the Latino community to encourage positive health through support groups (platicas). With the goal of reducing stigma and promoting positive mental health. In addition, CLFA exercises its cultural awareness by providing services that are sensitive to the client's cultural background through the following ways: trusted messenger approach - utilizing CLFA staff to provide information in a culturally competent manner that is sensitive to the needs of the client.

CLFA staff continues to receive Culture Competence training by Dr. Juan Garcia, a LMFT professor from California State University, Fresno. This cultural competency approach is reinforced through monthly Family Advocacy Trainings, where Community Health Worker/ Peer Support Specialist (CHW/PSS) are engaged and provided reinforced training on holistic approaches relevant to mental health service delivery for the targeted population. Through this training, staff is engaged in Mindfulness (Centering Prayer), Johari Window (personal and group self- awareness), facilitation of support group using cultural competency strategies that allows staff to better facilitate service delivery using cultural approaches such as:

- Family/Familismo - emphasizes the importance of having family contribution during wellness and recovery.
- Respect/Respecto - having respect between provider and the client. This also includes having the understanding of respecting the hierarchical structure such as "the male" and respecting the "elder's" authority. Failing to understand this can create a barrier to treatment or terminate service delivery.
- Close relationship value/Personalismo - uses a personal approach as a way to relate with families and build rapport with clients. Using this approach leads to trust/confianza, key to service delivery.
- Proper social etiquette for ethnic populations.

Individual/ Family Driven, Wellness/Recovery/ Resiliency – Focused Services: CLFA utilizes “The Multi Facet and “Full Approach” which emphasizes the strengths of the individual and family to help cope with stressors and areas of need. Through the multi-facet and full approach, CLFA combines strategies, resources and community knowledge acquired through CLFA’s work, which allows for effective services and support; and CLFA utilizes bilingual/bicultural staff who works as promotoras and cultural brokers in the community to create a supportive environment and foster empowerment with the clients and families served. This allows CLFA to engage with the community in urban and rural areas and better understand the needs and issues they face.

Access to underserved communities: CLFA works to ensure that underserved communities are reached, and ongoing support is available to clients by utilizing our established trusting relationships with community members, organizations, and local governments through “roving advocacy services.” Roving advocacy is when staff travel to rural areas on a set schedule to meet with and serve clients and their families.

Before services in remote areas can begin, CHW/PSS and the Department Manager will have identified the site, day, and time of the service. The safety of staff is a high priority for Centro La Familia Advocacy Services. To facilitate these additional services, CLFA collaborates and networks with rural organizations that provide confidential office space for staff to work from, including health clinics, County Department of Social Services satellite offices, rural police departments, churches, Fresno Housing Authority and senior centers.

When advocates have established their ideal location of rural services, they are fully equipped with internet-ready laptops, cell phones, and locked file boxes. This allows staff to complete note taking and report rendering in the field when information is fresh in their minds thereby reducing the time and cost of case management and improving the quality/accuracy of case file information.

Further, client file confidentiality is CLFA's priority. Confidentiality is maintained by carrying client's files in a locked file box that has a unique code to open. The code is only known by the Department Manager and the advocate. Client files are taken to the site by advocates. Files are to be open when meeting with the client. Once the work is complete the file is placed back into the box and locked until the next appointment or when the advocate leaves the remote area. Upon departure of the remote area the locked box is placed back in the trunk and transported to Centro La Familia Advocacy Services Fresno office where it is then transferred to the locked file cabinet. The lock file box is never left unattended by staff. Roving advocacy is implemented with all CLFA programs including Consumer/Family Advocacy Services.

Integrated service experience: CLFA provides sustained contact over a prolonged period of time, allowing clients and families to build trust through interactions centered on their specific needs, and also providing them with multiple wraparound services. Clients and families are assessed and linked to the appropriate internal services provided by CLFA. Internal linkages are made for clients with needs outside of mental health to CLFA's different departments. A high referral rate is made to the Multi-Agency Access Point Program (MAP Program), where clients can be helped to develop action plans to receive linkages centered on their needs. CLFA operates this program with partners Kings View Behavioral Health and the Poverello House. The Map program provides single point entry for Fresno County residents to access linkage(s) to multiple behavioral, social and health services to promote their wellness. Cross referrals are provided through this program to further support clients and provide them with strong linkages. Another high rate is made to CLFA's Victim Services Department to assist victims of domestic violence. CLFA Victim Services Department helps individuals and families who need assistance with domestic violence restraining orders and sexual assault intervention.

Additionally, CLFA provides assistance with Immigration services for clients seeking immigration remedies; Family Strengthening for parent education classes and parent /child development skills; and Health and Wellness for medical, CalFresh food stamps, telecommunications, and

housing assistance.

PROGRAM OUTCOME & GOALS

- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

Effectiveness: Reduce Stress Factors**(Indicator)**

Centro La Familia Advocacy Services (CBANS) shall utilize a family centered, wellness approach, emphasizing the strengths of the individual and family to help cope with the stressors and areas of need.

(Outcome)

This reporting period, CLFA had a total of **102** unique/unduplicated clients.

- **18%** of clients who received a pre and post needs (stressors) survey showed a decrease in the number of needs.
- **50%** of clients identified the same number of needs from the pre and post survey. Some consumers stated their initial needs (stressors) were satisfied and at the follow-up consumers identified new needs. Others chose to put certain needs on hold and focus on other priorities, such as work and family.
- **7%** of clients' needs increased at the time of the post survey. For some consumers their initial needs were met and other new needs were identified due to other life changes.
- **26%** of clients did not receive a post survey due to loss of contact or client left before completing case plan. Therefore, due to the limited activities completed CHW/PSS was unable to determine clients' progress.

(Who applied)

Hispanic and Non-Hispanic

(Time of Measure)

Monthly (In FY 2017/2018)

(Data Source)

Needs Survey, Caseload Reports

(Target Goal Expectancy)

100 Initial Intake appointments/assessments

Efficiency: Reduce Stress Factors

(Indicator)

The number of people and/or groups the person is accessing during the program.

(Outcome)

CLFA CBANS provided a total of **302** referrals to clients.

- **72%** of clients were linked to mental health services. Clients were referred to medi-cal and/or sliding fee scale counseling services, that included:
 - The ALPHA Behavioral Counseling Center, Central Valley Regional Center, Clinica Sierra Vista, Fresno Family Counseling Center, and Urgent Care Wellness Center
- **29%** of clients were linked to other programs within the agency, that included:
 - The Victim Services Department (Domestic Violence and Sexual Assault program); the Health & Wellness Department (Health Insurance/Public Benefits & Consumer Fraud projects); the Family Strengthening Department (Parenting classes & Parent Support group); and the Immigration program.

Linkages were made to help decrease clients needs and increase wellness stabilization.

(Who applied)

Hispanic and Non-Hispanic

(Time of Measure)

Monthly

(Data Source)

Needs Survey, Caseload Reports

(Target Goal Expectancy)

100 Initial Intake appointments/assessments

Effectiveness: Increase Access to Community Resources

(Indicator)

Increase the number of individuals/families who receive prevention, early intervention, and linkages to community resources

(Outcome)

A total of **50** internal referrals were received from the Victim Services Department, Health and Wellness, Family Strengthening, and Immigration program of clients requesting further information about mental health.

(Who applied)

Hispanics, Caucasian/White, African American, Other ethnicity not specified

(Time of Measure)

Monthly

(Data Source)

Event Log and Periodic Outcome Report

(Target Goal Expectancy)

60 internal referrals for information about mental health

Access: Increase Access to Community Resources

(Indicator)

Increase access to mental health treatment and services

(Outcome)

CBANS staff received **126** calls from consumers seeking referrals for mental health services. Appropriate mental health referrals are an integral part of CHA/PSS work to provide the appropriate referral for mental health linkage.

CHW/PSS provided consumers adequate referrals based on consumers' specific needs. This included

- Referring clients to medi-cal and/or low fee-based counseling services to mental health and substance use rehabilitation services and/or;
- Schedule an in person appointment with consumer to further assist with a warm handoff to mental health and wraparound services.

(Who Applied)

Hispanics, Caucasian/White, Asian/Pacific Islander, African American, Other ethnicity not specified

(Who applied)

Hispanics, Other ethnicity not specified

(Time of Measure)

Monthly

(Data Source)

Call Log

(Target Goal Expectancy)

1,000 calls into CLFA for information about mental health and/or as a result of media outreach

Efficiency: Deepening Social Networks**(Indicator)**

Increase in number of community organization/groups working directly with CBANS organization

(Outcome)

- **Outreach** - CBANS staff participated in **15** Fresno county (Fresno, Firebaugh, Reedly, Orange Cove) community events; such as Dia De La Familia, NAMI Walk, Feria de Salud, Sabatino, Feeding Families, Thanksgiving Food Giveaway & Family Resource Fair, Parent Migrant Conference and Community Health Fairs. An audience of **776** community members was reached.
- **Educational Trainings**- CBANS provided **20** educational trainings in Fresno, Fowler, Laton, Reedly, and Orange Cove with an overall attendance of **364** consumers. In these workshops advocates discussed mental health topics, such as, wellness, stigma, cultural barriers, stress, self-care, and others. Educational trainings were provided at the Parent Migrant Meetings, Parent Conferences, Mexican Consulate of Fresno, and at Fresno Housing Authority Sites (Fresno, Firebaugh, Orange Cove). Educational trainings promote wellness and include message of hope and recovery.
- **Media**- CLFA staff provided education through trusted messengers on Spanish Television and radio to raise awareness and reduce stigma. Such activities were provided on Univision Channel 21 Arriba Valle Central, ABC 30 Central Valley Today, and La Preciosa Radio program. CBANS reached an estimated audience of **57,800** through media outreach.
- **Support Group**- CLFA wellness approach includes activities that help promote wellbeing and provide opportunities to weave in mental health concepts that help reduce stigma. Providing education and support groups are entry points to understanding mental health as “safe” issue, opening the door for future education on more serious mental illnesses or asking for help for the first time. For example, CLFA implements CLFA ; a cultural approach to support groups engaging participants in conversations about mental health issues. This softer approach allow staff to slowly create relationships so

that eventually more serious issues can be addressed, helping consumers become more aware of the importance of mental health. CLFA Facilitated support groups in Fresno (93702) and Firebaugh. A total of 18 sessions were held throughout the fiscal year, **80** participants attended support group sessions, **25** participants attended the Firebaugh site and **55** attended the Fresno site.

(Who Applied)

Hispanics, Caucasian/White, Asian/Pacific Islander, African American, Other ethnicity not specified

(Time of Measure)

Monthly, bi-weekly

(Data Source)

Sign-in sheets, Event Log and Periodic Outcome Report

(Target Goal Expectancy)

- Outreach events: 24 events/1,800 reached
- Latino Community Educational Trainings: 36 trainings/540 reached
- Support Groups: 8 groups/96 new and duplicated clients

CLFA will work with the Department to develop outcomes in the efficiency domain as well as target goal expectancies for all outcomes in the next reporting cycle.

DEPARTMENT RECOMMENDATION(S):

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